Telephone (P1)

Client (C1)

Telephone (P2)

PBX (PBX 2)

Telephone (P3)

Telephone (P4)

PBX (PBX1)

Trunk
(T1)

Figure 1

HLL ID	Rule Set	Brief Explanation
HLL001	(LogP6000 or LogP6001 or LogP6002) from 2 or more phones.	Two or more phones are not receiving full services
HLL002	LogPBX2000 + LogC3000	Loss of services. Something is wrong with PBX2
HLL003	HLL001 + HLL002	Loss of services. Something is wrong with T1 trunk.

Figure 2

Log ID	Time Generated	Brief Description	Execution Set
LogP6000	Feb. 29, 2000 14:23:04:12	No dial tone for phone P2.	NONE
LogPBX2000	Feb. 29, 2000 14:23:04:17	PBX 1 is not receiving full services.	- Page technician. - Send Medium level alarm to monitoring application.
LogP6001	Feb. 29, 2000 14:23:04:27	Reduction of features available for phone P4.	- If phone has LED display, display "not fully functional" on LED display. -
LogC3000	Feb. 29, 2000 14:23:04:29	Client C1 cannot give services to phones.	- Do self-diagnostic of network services.
HLL002	Feb. 29, 2000 14:23:04:32	Loss of services on network.	- Page two technicians. - Send High level alarm to monitoring application. - Re-route traffic to backup PBX.
LogP6002	Feb. 29, 2000 14:23:05:00	No services available for phone P1.	NONE
HLL001	Feb. 29, 2000 14:23:05:03	PBX 1 is not providing full services to phones.	- Page technician. - Send Medium level alarm to monitoring application.
HLL003	Feb. 29, 2000 14:23:05:05	Trunk T1 is unavailable.	- Page ten technicians. - Send Critical level alarm to monitoring application. - Use another trunk if available.

Figure 3

Smart Logs
File Edit View Tools...etc

Execution Sets Entry Page		Add Execution Set	Edit Execution Set	Delete Execution Set

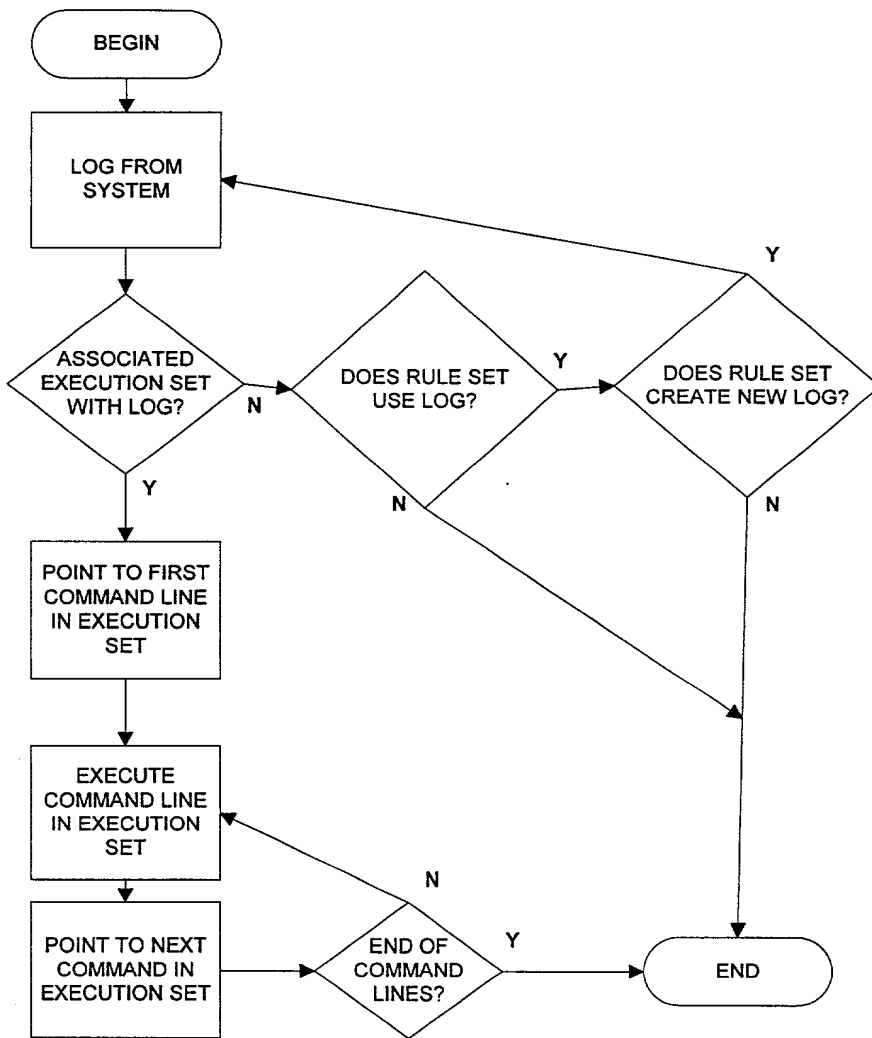| Log	Execution Sets
LogPBX2000	CallPhone 613-592-2122
	AlarmAgent -STATUS MEDIUM -Description "LogPBX2000 occurred"
LogP6001	PhoneDisplay -Parse "Phone ID" -LEDDislay "Not fully functional."
LogC3000	NetworkDiagnostic -Full
▼	▼

Figure 4

```
                    ┌──────────────┐
                    │    BEGIN     │
                    └──────────────┘
                           │
                           ▼
                  ┌──────────────┐
                  │  LOG FROM    │◄──────────────────────────┐
                  │   SYSTEM     │                            │
                  └──────────────┘                            │ Y
                           │                                  │
                           ▼                                  │
        ◇ASSOCIATED◇    ◇DOES RULE SET◇  Y  ◇DOES RULE SET◇
        ◇EXECUTION SET◇─N─◇USE LOG?◇──────◇CREATE NEW LOG?◇
        ◇WITH LOG?◇       ◇        ◇       ◇               ◇
              │              N                    N
              Y
              ▼
     ┌──────────────┐
     │POINT TO FIRST│
     │COMMAND LINE  │
     │IN EXECUTION  │
     │     SET      │
     └──────────────┘
              │
              ▼
     ┌──────────────┐
     │   EXECUTE    │
     │COMMAND LINE  │
     │IN EXECUTION  │
     │     SET      │
     └──────────────┘
              │                    N
              ▼
     ┌──────────────┐   ◇END OF◇    Y    ┌──────────┐
     │POINT TO NEXT │──►◇COMMAND◇────────►│   END    │
     │COMMAND IN    │   ◇LINES?◇          └──────────┘
     │EXECUTION SET │
     └──────────────┘
```

Figure 5